

Addendum #1 - RFP 2103
VSC for Project Management Services
Answers to questions submitted.

1. Can we get a copy of the study the Court commissioned of its paper-driven processes to determine the feasibility of storing information electronically?

Yes. An electronic copy of the feasibility study is available and will be provided with Addendum #1 to this RFP.

2. Were all processes included as part of the above study? Which ones were omitted?

The study was intended to analyze the major paper-driven processes involved in the assembly, preparation and lifespan of physical case jackets and was not aimed to be an exhaustive study of all such processes. The Court would intend for the selected project manager / project management team to perform additional study and develop in-depth workflow analysis to identify all associated processes and the subsequent effect that document imaging will have on them.

3. Have any process or workflow documents been created as part of past efforts? If they are still useful, can we get a copy of them?

There have been no process or workflow documents created as part of past efforts.

4. Are any conceptual diagrams of the existing DOA Stellant Document Imaging System available? What document types are already defined?

Refer to Attachment Titled "RFP 2103 System Overview".

5. What specific Stellant products have already been purchased by DOA? Is this the Stellant Universal Content Management system or the Stellant IBPM product for high volume imaging?

DOA currently owns copies of:

- Oracle IPM Concurrent Server
- Oracle Production Client
- Oracle IPM WebView License
- Oracle Scan License Level II
- Oracle Index License
- Oracle Recognition Server
- Oracle SPDF Client

NOTE: This is the Stellant IBPM product not the Stellant Universal Content Management.

6. Are any conceptual diagrams of the existing CATS System already available?

There are relationship entity diagrams available for the existing CATS application, although they remain in need of updating for recent upgrades and enhancements. These diagrams can be made available to the selected project manager / project management team.

7. How many FTE's are currently creating electronic records (manual data entry)?

For the most part, manual data entry of municipal, traffic and parking citation data is performed by the City's contracted citation data entry vendor; it is unknown how many FTE's are performing this work. In a small percentage of cases, Municipal Court staff must perform manual data entry of citation information, particularly for cases involving summary arrests or walk-in contested parking citations since these citations require more immediate scheduling in the courtroom.

The Municipal Court's Case Preparation staff is currently made up of 4 FTE's who perform on-demand manual data entry of citations along with their more significant duties of case jacket assembly, error correction, calendar preparation, personal recognizance bond processing, etc. Some of these duties would certainly be reduced or eliminated by the implementation of document imaging while others may remain.

8. Has a User Requirements document been created for any of the Court's organizational sections?

No.

9. Can we expect 10 – 15 hours of work from the vendor resource doing contract CATS enhancements as well as the IT staff identified?

The project manager / project management team should expect 10 – 15 hours of work from the IT staff identified while the Court would intend for the contracted Magic programming vendor to dedicate a more significant portion of his resources to the document imaging project. Because the Court anticipates that situations requiring new CATS modifications will occur over the course of the project, either the staff programmer or the contracted programmer will need to be available for such assignments as needed in addition to project work. However, the Court would intend for these assignments to be handled by the staff programmer in order to leave the contracted programmer available for the document imaging project to the greatest extent possible.

10. How many different stakeholder groups are represented by the 80 users and external entities? Can we get a list of current staff roles and any agencies and vendors?

There are seven different stakeholder groups represented by the 80 users and external entities including the Municipal Court, the City Attorney's Office, the Milwaukee Police Department, the Health Department, the Department of Neighborhood Services and several contracted vendors such as the collection agency (Harris & Harris) and the court intervention program agency (Justice 2000).

A list of current staff roles is shown below.

Stakeholder	Staff Role
Municipal Court	Court Clerk
	Case Preparation
	Records
	Teller
	Accounting
	Reception
	Court Management
	IT and System Management
	Judges
City Attorney's Office	Assistant City Attorneys
	Support Staff
Milwaukee Police Department	Authorized Writ System Users
	Generic Writ System Users
Health Department	Support Staff
Department of Neighborhood Services	Case Data Entry Staff
Collection Agency (Harris & Harris)	Client Services Representatives
Court Intervention Program (Justice 2000)	Caseworkers

11. Do you have a functional description of the nightly batch process, inputs, activities, outputs?

There are functional descriptions available for the nightly batch process, inputs, activities and outputs, although they remain in need of updating for recent upgrades and enhancements. These documents can be made available to the selected project manager / project management team.

12. Has a legal resource been identified, and hours reserved, for the rendering of opinions on any legal questions?

No. The Court would intend to submit certain questions to the City Attorney's Office for a legal opinion, but this resource would not necessarily be able to answer any and all legal questions that will arise. Hours have not been reserved for this purpose.

13. In Phase 2: An item refers to integrating 'workflow' into CATS. Is this a general use of the word workflow, or is the intent to try and integrate the Stellent electronic workflow capabilities?

This is a general use of the word 'workflow'. However, the Court will certainly consider – and has not ruled out -- any integrated electronic workflow capabilities available through the document imaging system if they provide practical cost / benefit rewards for the project.

14. Phase 3 Deployment refers to scanning. Does it also include the direct integration of electronic documents wherever possible? Is 'scanning' being used as a generic term for data/document/content input?

Phase 3 deployment does not include the direct integration of electronic documents wherever possible; again, however, the Court will certainly consider the possibility of such integration if it provides practical cost / benefit rewards for the project.

15. Are requirements already defined for the CATS updates?

No.

16. Can you please explain 'other necessary services' at the end of the 2nd paragraph on page 3?

Other necessary services would include those updates required to provide extended, if not round-the-clock, availability of the system, replicated image warehouses located at both the Court and the existing system location for failover and recovery purposes and a more current and stable software version and licensing environment for the system.

17. Is the current Stellant implementation supported by technical resources? If so, do they have configuration and administration expertise?

The current Stellant implementation is supported by a contracted vendor (Integrated Imaging, Inc.) which does provide configuration and administration expertise for the existing system.